# MODULE 1 – SBP TERMS OF SERVICE

# Domain 8 – Adhering to Humanitarian Principles and Codes of Conduct

## MODULE OUTCOMES

MODULE LENGTH

90 minutes

1. Explain the purpose of the standby mechanism
2. Describe the division of responsibilities between UN and deploying organizations before, during and after deployment
3. Identify who to contact in case something goes wrong before, during, and after a mission

MATERIAL & EQUIPMENT

Domain 8, module 1 PPT (to be developed by deploying organization)

It is strongly advised to have a deploying organization’s UN Partner invited to co-facilitate this session.

1. List obligations and entitlements of roster members
2. Describe organization’s reporting requirements while on deployment

## MODULE OVERVIEW

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|  | Topic | Method | Time  |
| 1 | Introduction | Presentation | 5 min |
| 2 | Standby Agreement | Presentation | 10 min |
| 3 | Status on deployment | Presentation | 20 min |
| 4 | Terms of service | Presentation | 20 min |
| 5 | Support functions | Presentation | 10 min |
| 6 | Q & A | Questions | 20 min |
| 7 | Wrap up and close | Presentation | 5 min |

SUPPORT DOCUMENTS

Standby partner terms and conditions

UN agency guideline for the use of standby partners

* UNICEF
* UNHCR
* OCHA
* WHO


## MODULE PURPOSE

This module focuses on the terms of service while deployed to the UN. This module is a vital component of onboarding new roster members. It explains the basic elements of their employment. In some partner organizations this content is delivered as part of recruitment, for others it is a component of induction training. The secretariat has no definitive preference for where it is delivered, only that all roster members have the opportunity to learn about the terms of service and to ask questions to the deploying organization.

It includes crucial policies on salary, additional benefits e.g. Per Diem or DSA, insurance, R&R, annual leave, medical services, restrictions and reporting obligations, and division of responsibilities between the UN and partner organization. It should also cover key contact points while on deployment and post-deployment.

The module sets the basis for Domain 8.3 Code of Conduct, ensuring understanding of code of conduct compliance as a core contractual obligation. This module offers the opportunity for the organization to discuss *Duty of Care* modalities.

## MODULE SEQUENCE

It is suggested that this module takes place before Domain 8, Modules 2 and 3: Principles and Codes of Conduct, and working for the UN, as this module explains the initial terms of service for deployees. Once deployees understand the general conditions of their contracts, they can then understand the obligations that they are required to fulfill.

## MODULE ACTIVITIES

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| Topic | Method | Notes for delivery |
| Introduction(5 min) | Presentation | 1. Introduce the topic as one of three elements of working in the standby program (others are code of conduct and working for the UN).Reinforce for participants that this is the opportunity to ask all the questions they have.  |
| Standby Agreement (10 min) | Presentation | 2. Describe the nature of the standby program, including details of who their organization has agreements (Memorandum of Understanding, Letter of Agreement etc.) with and any peculiarities e.g. only deploy for X number of months or cannot deploy to certain types of roles, priority profiles. Explain the division of responsibilities between the UN agency and the deploying organization e.g. medical evacuation, security on deployment, equipment, travel to mission, in-country mission travel. Variations re: flights to R&R destinations etc. |
| Status on deployment (20 min) | Presentation | 3. Provide details of their status on deployment, what it means and the rights and obligations included e.g. not UN staff, have some privileges e.g. immunity from personal arrest etc, entitlements re: R&R and PER, managerial requirements/restrictions. Note variations for WHO/FAO in status. Reinforce once on mission, participants are fully embedded into the Agency that receives them. Make the link between the UN code of conduct and expectations of deployees, explaining that it will be explored further in the Code of Conduct session.Reinforce that they need to read their agreement and have a copy with them while on deployment in case the UN administrative staff are unclear on regulations and responsibilities.  |
| Terms of service (20 min) | Presentation | 4. Discuss rates of pay, per diem/DSA, insurance, restrictions e.g. driving UN vehicles, reporting requirements on deployment, submission of receipts etc. and focal points for HR/Finance within the deploying organization. |
| Support functions (10 min) | Presentation | 5. Explain requirements and services for pre-deployment, on deployment and post-deployment e.g. medical clearance, medical coverage post-deployment, vaccinations, counselling and support services. Highlight any additional support/development opportunities such as nomination for training, with details on how organizations organise this (*Duty of Care* discussion). |
| Q &A (20 min) | Questions | 6. Provide an opportunity for participants to write their questions on cards about the details of service with organizational staff there to answer and provide clarity.Read the cards and respond to each. If you don’t’ know the answer tell them you will find out – and follow through the next morning.  |
| Wrap up and close(5 min) | Presentation | 7. Wrap up the session by explaining that this module links with two other modules that cover principles and codes of conduct, plus specifically working for the UN.  |

## MODULE EVALUATION

Suggested level two questions/answers:

1. Explain the purpose of the standby mechanism.

Standby partners are an integral part of UN surge capacity they are used if there is a technical staffing gap or a funding gap for staffing needs.

2. Describe the division of responsibilities between UN and deploying organisations before, during and after deployment.

Answers can include: Deploying organisation is responsible for remuneration (including salary and DSA with some slight variations for OCHA if travelling within the duty station); they are also responsible for travel to and from the duty station. The UN is responsible for travel within the duty station. The deploying organisation is responsible for insurance (with some variation for FAO deployments). The Deploying organisation is responsible for payment of costs for medical evacuation but the UN will physically facilitate the process. UN will provide a security briefing on arrival at the duty station.

3. Identify who to contact in case something goes wrong before, during, and after a mission.

Details of duty phone for deploying organisation if appropriate.

4. List obligations and entitlements of roster members.

Contractual obligations can vary but answers may include: medical clearance, adherence to the code of conduct on mission, reporting to deploying organisation, providing receipts etc. as required for reimbursement of expenses. Entitlements may include: contract and ToR, security briefing, salary, insurance (though the modality of insurance will vary among deploying organisations). This is not designed to be an exhaustive list and should be adjusted by each organisation.

5. Describe organisation’s reporting requirements while on deployment.

To be determined by each deploying organisation.